

FIG. 1

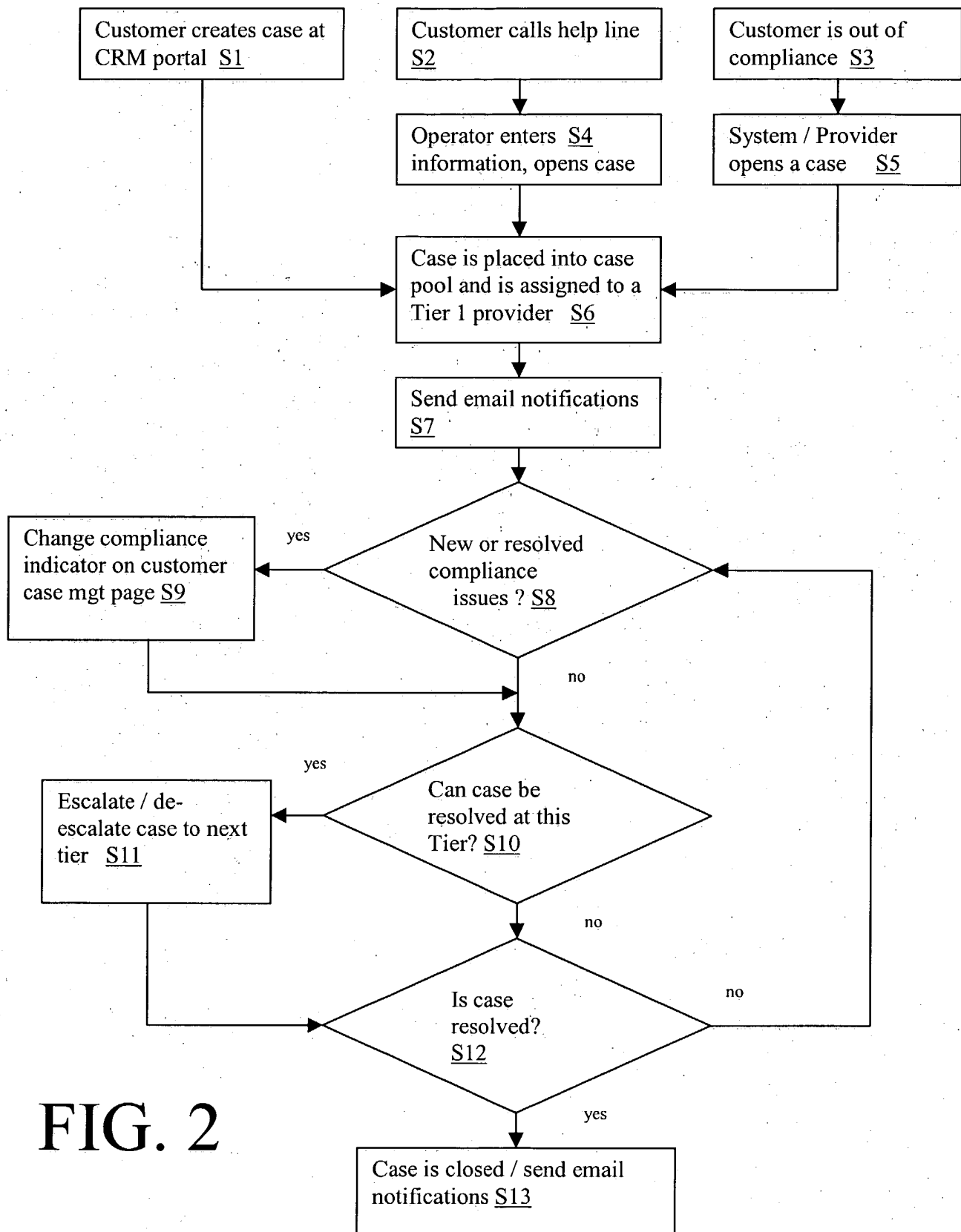


FIG. 2

ARMYU.COM

HOME PROGRAMS RESOURCES ABOUT AAUO

or New Case # 007

1 First Name (Populated from L users table) Middle Name (Populated from L users table)

Last Name (Populated from L users table) Social Security Number (Populated from L users table)

Campus (course is being taken) User enters data

2 Course Description User enters data

Subject (e.g. ENG, MTH, REL, etc.) Course # (e.g. 1301, 101, 4521)

Course Start Date User enters data Course End Date User enters data

Instructor User enters data

3 Risk Level User selects data from drop down menu

Case Category User selects data from drop down menu

Case Details User enters data

Actions Taken User enters data

4 Recommendations User enters data

Submit Cancel

25

26

28

29

FIG. 3

CARMYU.COM

CRM Search Results

Search Results for Aaron Everett Smith:

Customer Type: **Student**

Customer Name: **Aaron Everett Smith**

Current Address: **24102 N.W. 11th St., Suite 100, Fort Lauderdale, FL 33309**

Phone: **800-645-0872**

Alternate Phone 1: **800-645-0872**

Alternate Phone 2: **800-645-0872**

Student Status: **Prospective Student - Not Enrolled in ALMO**

Active: **Yes**

Prospective Student: **NO STUDENT AGREEMENT**

NO STUDENT AGREEMENT UPLOADED

Right Track Display

12 Semester Hours Progress: **2**

At Risk in Current Course(s): **3**

Help Desk Case Summary

Current case(s) open:

Case Category	Case Number	Date Opened	Last Updated

Closed Cases:

Case Category	Case Number	Date Opened	Date Closed

Handwritten annotations: 30, 32, 34, 36, 38, 40

FIG. 4

Case Summary

Date/Time Opened: 6/17/2002 Opened By: ED_Partner001

Case Category: ☒ Absenteeism

Case Details:

Entered By	Date
ED_Partner001	6/17/2002
ED_Partner001	7/1/2002

Student missed first week of class.

Student missed mid-term.

Case Details:

Enter new case details here.

Actions Taken:

Entered By	Date
ED_Partner001	6/20/2002
ED_Partner001	7/1/2002

Instructor attempted to contact student via email.

Escalated case to Level 3 Risk.

Actions Taken:

Enter new actions taken here.

Recommendations:

Enter new recommendations here.

FIG. 5